QA Audit W24

📆 **date of audit:** 19.06.2025

QA reviewed by: Ulf Borg

☎️ **date of interaction:** 18.06.2025 Conversation URL

query / topic:

Issue: The customer contacted Klarna to cancel an order they placed nine days ago due to concerns about the legitimacy of the purchase and lack of communication from the merchant.

Outcome: The agent assisted the customer by initiating a cancellation request and advised them to wait for three weeks for a response from the merchant before escalating the issue if necessary.

Positive notes:

Warm welcome. Super to promote the Klarna app!

1) **Compliance:**

Did the agent meet all compliance-critical requirements, including secure handling of customer information and logging the contact clearly to support insight and improvement? ✅

2) **Effective Communications**

Did the agent communicate effectively and professionally throughout the interaction, from the initial greeting to the closing message? ✅

3) **Understanding the Customer's Issue**

Did the agent accurately understand and address the customer's issue using all available resources and communication methods effectively? ✅

4) **Resolution and Next Steps**

Did the agent clearly and comprehensively communicate the resolution and next steps, including specific actions, timelines, and guidance for future issues? ✅

🛠️**Improvement Opportunities:**

Communication:

Please avoid words like "try".

✅/❗ ***Audit passed or failed:***

100% Passed